

# ABSTRACT

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This bachelor thesis is about communication between seniors and medical staff in social institution.

The theoretical part addresses the issues of old age, aging, the importance of monitoring changes and explains the specifics of nursing care and nursing processes in social care institution. It explains the term communication and the specifics of how to communicate with the senior population and also points out the specifics and the demanding character of a nurse's work in old people homes and residential social institutions.

The empirical part of the work consists of evaluating a quantitative questionnaire assessing how satisfied seniors are with the lines of communication between them and medical personnel within social institution. The representative sample consists of the clients of the care home studied. The results of the research are analysed and interpreted in tables and charts.